

COVID-19 Vaccines:

Your best shot against
COVID-19.

COVID-19 Vaccine Portal User Guide

Version 12

Last Updated March 9, 2021





If you have any questions, please call us:

COVID-19 Vaccine Help Center
1 (888) 675-4567

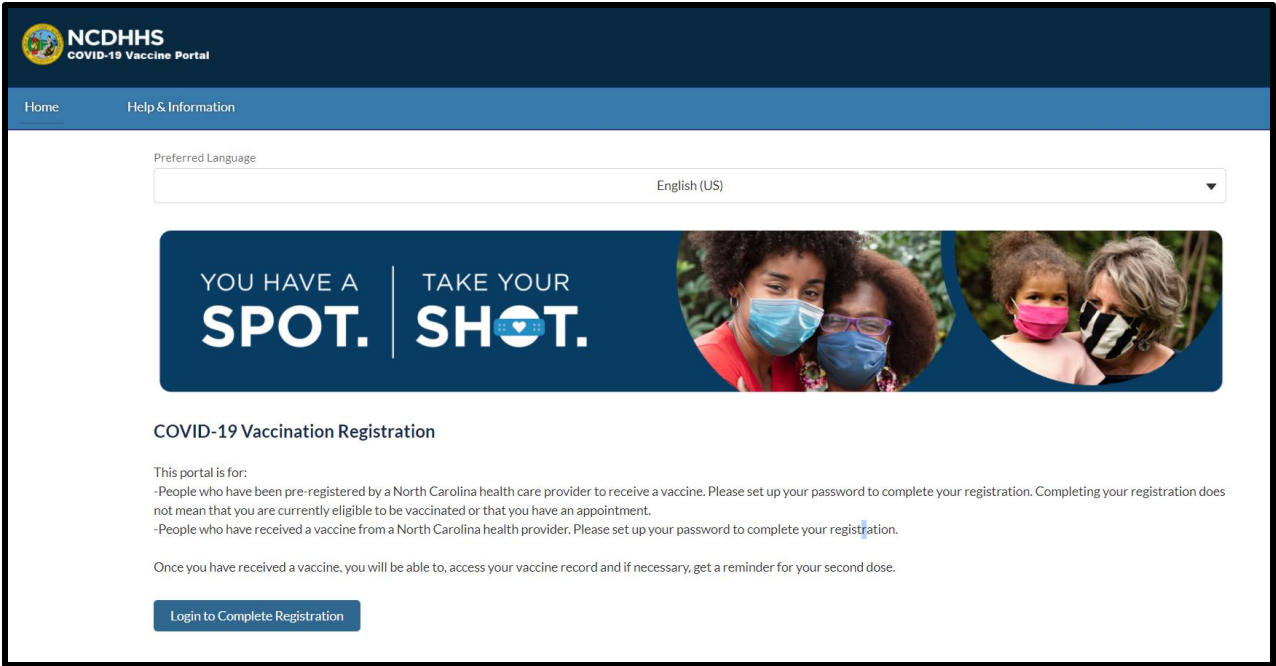
Weekdays: 7AM – 7PM Weekends: 8AM – 4PM

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COVID-19 Vaccine Portal Overview

Overview



Please use the latest version of Chrome, Edge (Chromium) Firefox, or Safari browsers (Internet Explorer or Edge non-chromium browsers will not be supported).

The primary intent of the COVID-19 Vaccine Portal is to enable you to register for the COVID-19 vaccine.

At this time, you will need to be invited by an authorized organization such as your employer or your Healthcare provider to complete the registration process through the COVID-19 Vaccine Portal. This is because with the limited COVID-19 vaccine supply, North Carolina has implemented an approach that focuses on our most at risk populations first. At a later stage, **we expect this to change allowing any North Carolinian to register via the COVID-19 Vaccine Portal prior to receiving the COVID-19 vaccine.**

In this guide, you will learn how to:

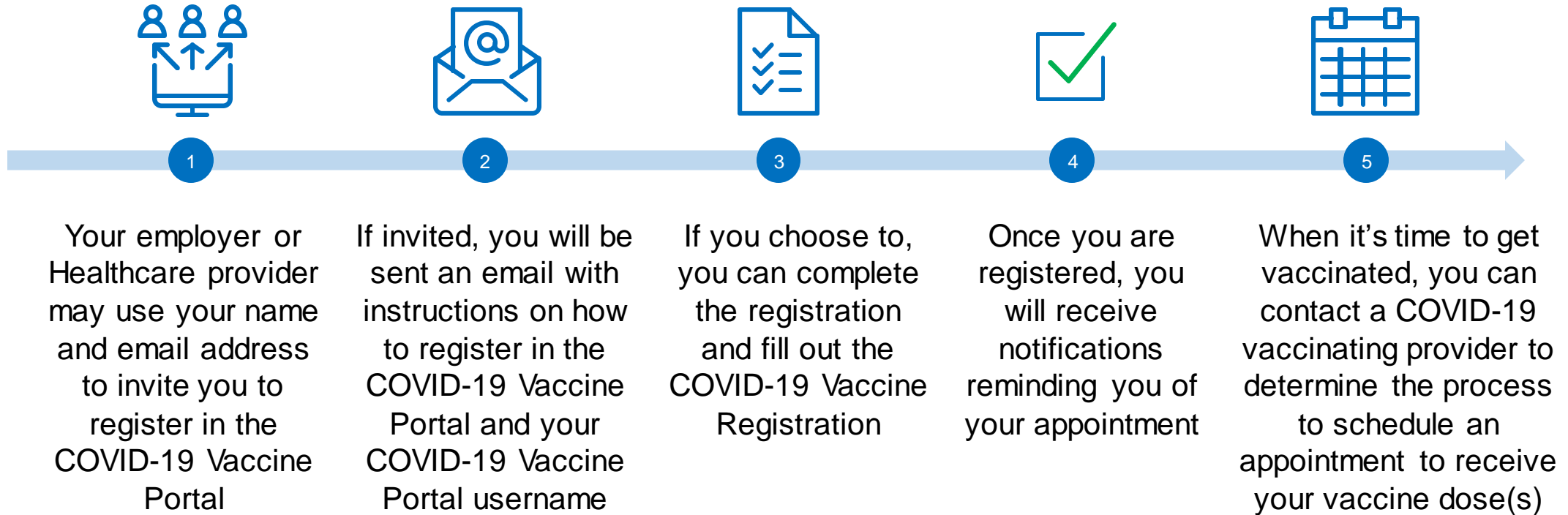
1. Complete the COVID-19 Vaccine Registration
2. Update your personal details, if needed
3. View your vaccine record which includes your proof of vaccination after receiving your vaccine

The link to the COVID-19 Vaccine Portal is <https://covid-vaccine-portal.ncdhhs.gov>

Now, let's get started!

COVID-19 Vaccine Portal Overview

During the first phases of the North Carolina COVID-19 Vaccination Program, your participating employer or Healthcare provider may invite you to register in the COVID-19 Vaccine Portal.




Note: If you are unable to register by yourself, you can contact a participating COVID-19 vaccinating provider to register in the COVID-19 Vaccine Portal prior to receiving the COVID-19 vaccine. You can go to <https://covid19.ncdhhs.gov/findyourspot> to find participating COVID-19 vaccinating providers.

Register for the COVID-19 Vaccine Portal

Step 1 of 7: Register for the COVID-19 Vaccine Portal

From: Vaccine Management System <nccvms@dhhs.nc.gov>
Date: Thu, Feb 4, 2021 at 6:58 PM
Subject: Welcome to the North Carolina COVID-19 Vaccine Portal
To: nichelle.testing@gmail.com <nichelle.testing@gmail.com>



Welcome to the COVID-19 Vaccine Portal

Dear Recipient TestLast392021,

You are receiving this email because your health care provider or employer pre-registered you to receive a COVID-19 vaccine or you provided your email when you received a COVID-19 vaccine from a North Carolina provider.

To access the COVID-19 Vaccine Portal, please [click here](#) to create your password. Once you have set-up your password, you will be able to complete the vaccine registration. Visit findmygroup.nc.gov to determine which vaccine group you are in and if you are currently eligible for a vaccine. You will also be able to receive a reminder to get your second dose and access your vaccine record.

You can access the COVID-19 Vaccine Portal anytime at: <https://hotfixdev.ncdhhs.cs33.force.com>


You will need your username each time you log in.
Username: gorisoky@clrmall.com.covid19vaccine

Need support? Submit your question to the help desk here: [Submit Ticket](#)
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Visit YourSpotYourShot.nc.gov for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

NC Department of Health and Human Services
Division of Public Health



After your employer or Healthcare provider submits your name and email address, **you will receive an email inviting you to register on the COVID-19 Vaccine Portal.**

The email will come from:

Vaccine Management System nccvms@dhhs.nc.gov

Email Subject: Welcome to the North Carolina COVID-19 Vaccine Portal

This **EMAIL CONTAINS A LINK TO SETUP YOUR PASSWORD.** Your **COVID-19 Vaccine Portal USERNAME** is listed in the email.

1. Click the **LINK** in the email
2. The password setup page appears, follow the instructions to create your password

Quick Tip:

If you do not have a valid email address or do not want to register, you can contact any participating COVID-19 vaccinating provider to schedule an appointment for a COVID-19 vaccine. Go to <https://covid19.ncdhhs.gov/findyourspace> to see a list of vaccinating providers and information on how to find your Vaccine Group.

Step 2 of 7: Change your COVID-19 Vaccine Portal Password

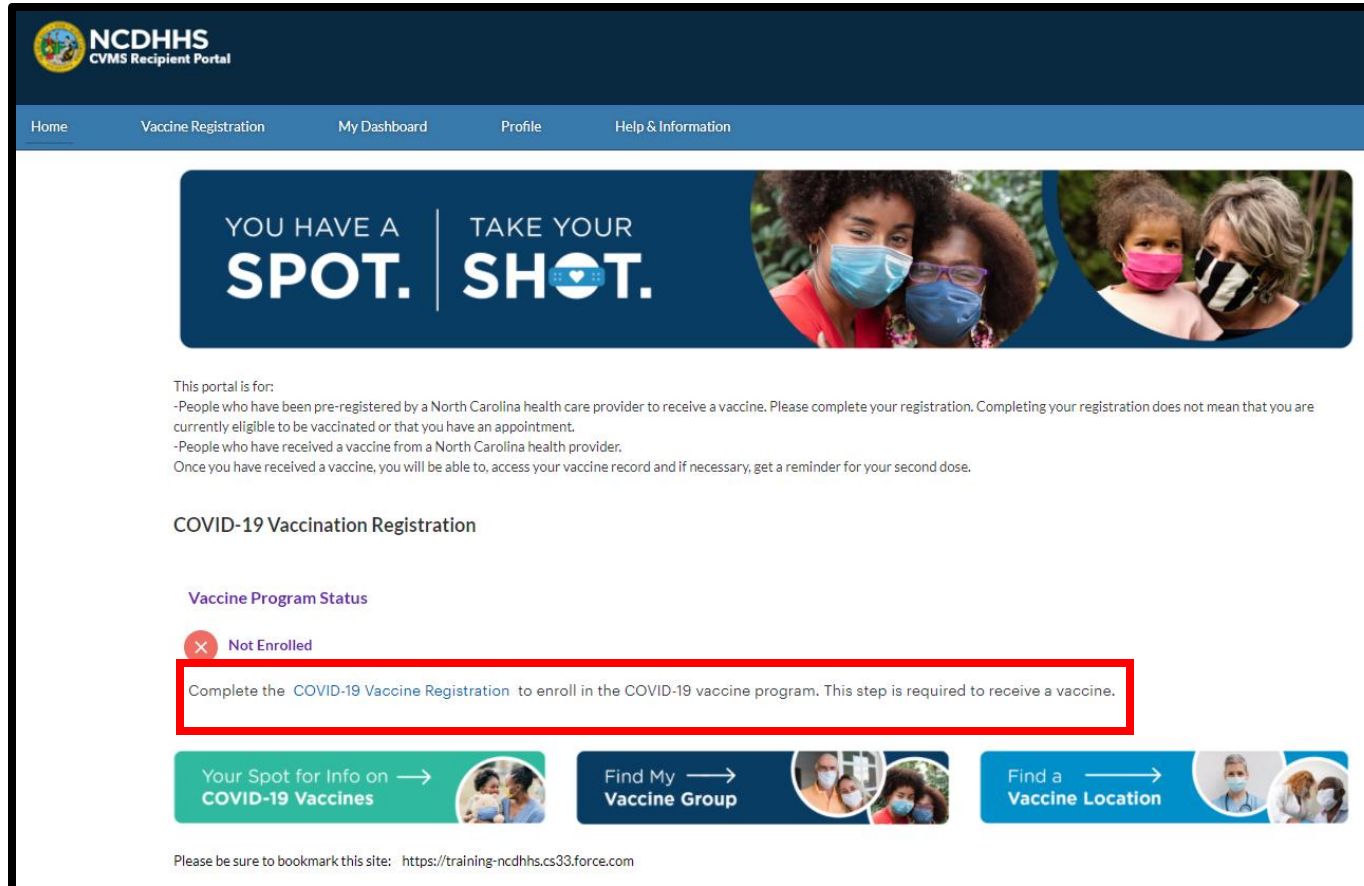
1. Follow the prompts to create a password for the COVID-19 Vaccine Portal
2. Click **CHANGE PASSWORD**
3. You will be directed to the COVID-19 Vaccine Portal Homepage

Quick Tip:

Choose a password that meets the criteria specified on the page.

Step 3 of 7: Complete the COVID-19 Vaccine Registration

1. From the Home Page, you will be prompted to complete the **COVID-19 VACCINE REGISTRATION**
2. Click **COVID-19 VACCINE REGISTRATION**
3. After completing the COVID-19 Vaccine Registration, you will receive your **CONFIRMATION OF REGISTRATION**



The screenshot displays the NCDHHS CVMS Recipient Portal. The header includes the NCDHHS logo and navigation links: Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. A prominent banner reads "YOU HAVE A SPOT. TAKE YOUR SHOT." with images of people wearing masks. Below the banner, a message states: "This portal is for: -People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment. -People who have received a vaccine from a North Carolina health provider. Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose." The section "COVID-19 Vaccination Registration" shows a "Vaccine Program Status" of "Not Enrolled" with a red 'X' icon. A red box highlights the instruction: "Complete the COVID-19 Vaccine Registration to enroll in the COVID-19 vaccine program. This step is required to receive a vaccine." At the bottom, there are three buttons: "Your Spot for Info on COVID-19 Vaccines", "Find My Vaccine Group", and "Find a Vaccine Location". A footer note says: "Please be sure to bookmark this site: https://training-ncdhhs.cs33.force.com".

Step 4 of 7: Begin COVID-19 Vaccine Registration

After clicking COVID-19 Vaccine Registration, the COVID-19 Vaccine Registration appears. You must complete the registration to receive your registration confirmation. **The COVID-19 Vaccine Registration must be completed either by you in the COVID-19 Vaccine Portal prior to your first dose appointment or by the participating COVID-19 vaccinating provider on your behalf at the time of your first dose appointment for you to receive the COVID-19 vaccine.**

1. **READ** the statement before starting the Vaccine Registration process
2. You must **CHECK THE BOX** to confirm your consent
3. Click **NEXT** to continue the Vaccine Registration process

The screenshot shows the 'COVID-19 Vaccine Registration' form. At the top, there is a navigation bar with links: Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. Below this is a progress bar with three steps: Introduction (highlighted with a red box), Contact and Demographic Detail, and Confirmation. The main heading is 'COVID-19 Vaccination Registration'. Below the heading, it says: 'Please complete the registration form to determine which vaccine group you are in. The form will take less than 10 minutes to complete.' There is a checkbox with a checkmark, which is highlighted with a red box. The text next to the checkbox reads: 'I certify that I am: (a) at least 18 years of age (b) the parent or legal guardian of the minor patient; or (c) the legal guardian of the patient. Further, I hereby give my consent to the licensed healthcare provider administering the vaccine, as applicable (as an "applicable Provider"), to share my personal, demographic and health condition information in order to provide me with vaccination services for the COVID-19 vaccine. I understand that the health information shared within this questionnaire will be used to determine my eligibility for receiving the COVID-19 vaccination and further determine timing of when the vaccine will be made available to me.' Below this, there is a paragraph about privacy: 'Information about your COVID-19 vaccination is carefully managed to protect your privacy. Your immunization information will not be shared except in accordance with state and federal law. The immunization information collected is similar to the information that is required when you go to the doctor's office or a pharmacy for vaccination, including your name, address, and date of birth. Once you receive the vaccine, it will collect the location where the vaccine was given, when the vaccine was given, the person who administered the vaccine, information about the specific vaccine vial (expiration date, vaccine identifier number, etc.), and how the vaccine was given (e.g., in the muscle of the right arm).' Another paragraph follows: 'NC also collects information about race and ethnicity to make sure everyone has access to vaccines. To meet federal requirements established by the U.S. Centers for Disease Control and Prevention (CDC) and in accordance with NC state law, NC is currently submitting the vaccine recipient's year of birth (not the date of birth), the first 3 digits of the vaccine recipient's zip code of residence (if the underlying population in that zip code includes more than 20,000 people), and the date of submission of the vaccination record. More information about federal CDC data requirements is available at:'. A URL is provided: <https://www.cdc.gov/vaccines/covid-19/reporting/requirements/index.html>. At the bottom right, there is a 'Next' button, which is highlighted with a red box.

Step 5 of 7: Enter Your Contact and Demographic Details

You will first enter your **CONTACT AND DEMOGRAPHIC DETAILS**.

1. Enter **ALL REQUIRED FIELDS**
2. Answer the **REQUIRED QUESTION** at the bottom of the page
3. Click **NEXT** at the bottom of the page

The screenshot shows a web application interface for vaccine registration. At the top, there is a navigation bar with links: Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. Below this is a progress bar with three steps: Introduction (green), Contact and Demographic Detail (blue and highlighted with a red box), and Confirmation (grey). The main content area is titled 'Please provide the information below. Items with a * are required.' and contains several form fields. These include: First Name (text input with 'test'), Middle Name (text input), Last Name (text input with 'test'), Address (text input), City (text input), County (dropdown menu with '--None--'), State (dropdown menu with '--None--'), Zip Code (text input), Email (text input with 't'), Home Phone (text input), Mobile Phone (text input), Date of Birth (MM/DD/YYYY date picker with 'Mar 30, 2000'), Race (dropdown menu with '--None--'), Gender (dropdown menu with '--None--'), and Ethnicity (dropdown menu with '--None--'). There is also a question: '*What is your Vaccine Group as defined by the following criteria?' with a dropdown menu showing '--None--'. At the bottom right of the form, there is a blue 'Next' button highlighted with a red box. A link 'https://findmygroup.nc.gov/' is also visible at the bottom left of the form area.

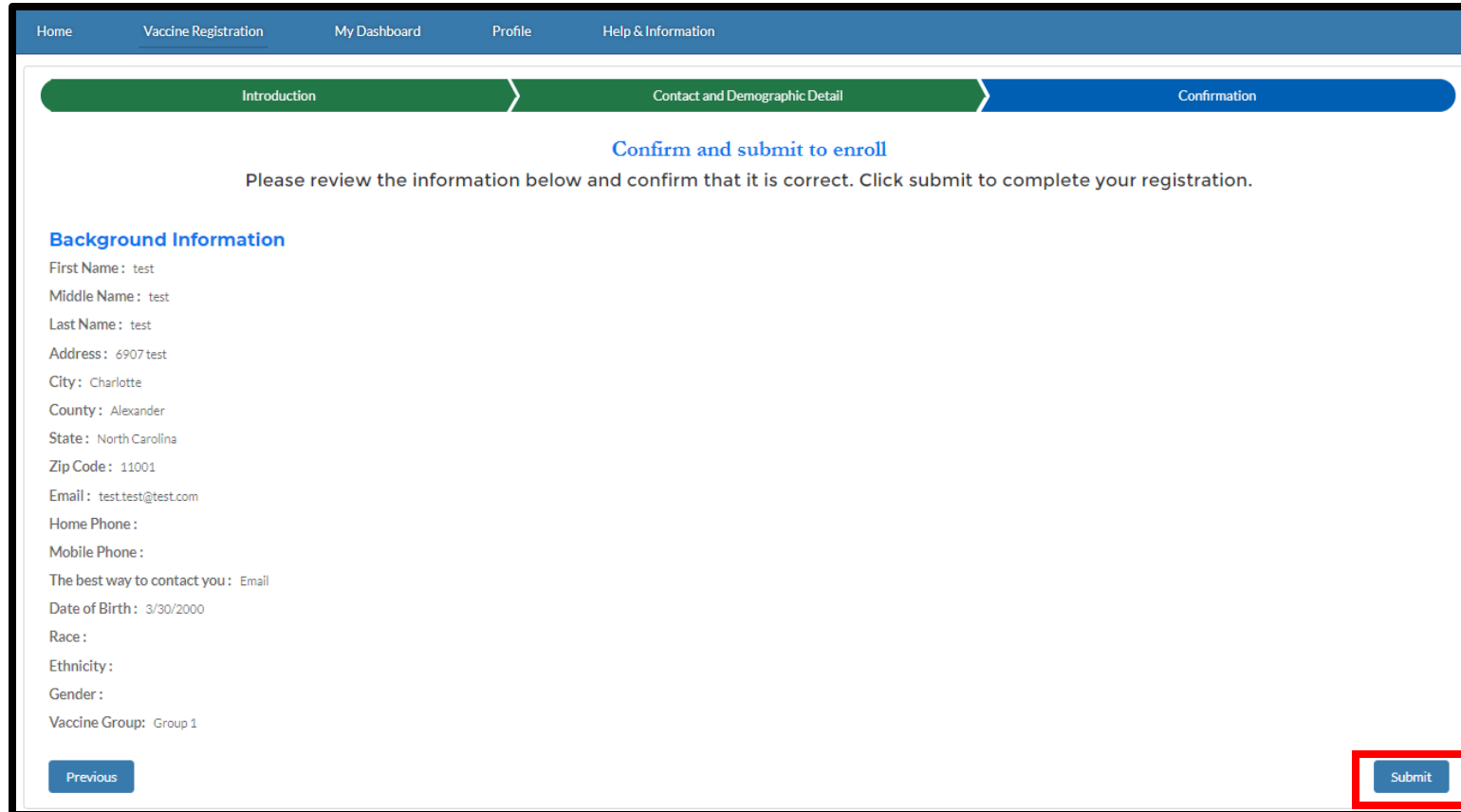
Quick Tip:

To determine your **VACCINE GROUP**, please go to <https://findmygroup.nc.gov> and answer the questions in the **FIND MY GROUP** tool. Vaccine Group requirements may be adjusted in the future by the NC Immunization Branch.

Step 6 of 7: Confirm Your Background Information

REVIEW the information you entered before submitting the COVID-19 Vaccine Registration.

1. If the information is correct, click **SUBMIT**
2. To make a change, click **PREVIOUS**



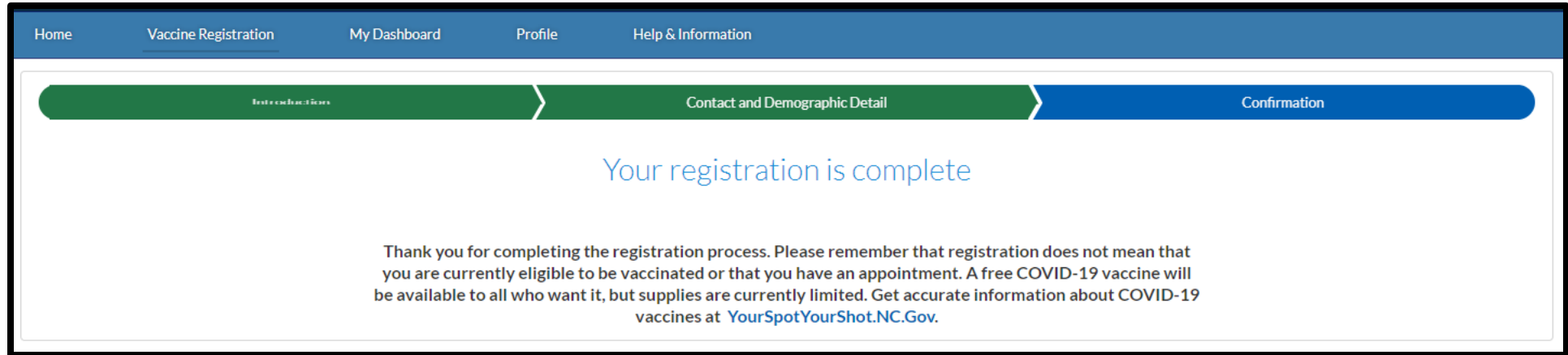
The screenshot shows a web application interface for vaccine registration. At the top is a navigation bar with links: Home, Vaccine Registration (active), My Dashboard, Profile, and Help & Information. Below this is a progress bar with three steps: Introduction, Contact and Demographic Detail, and Confirmation (the current step, highlighted in blue). The main heading is "Confirm and submit to enroll" in blue. Below it is a message: "Please review the information below and confirm that it is correct. Click submit to complete your registration." The section is titled "Background Information" in blue. It lists the following details: First Name: test, Middle Name: test, Last Name: test, Address: 6907 test, City: Charlotte, County: Alexander, State: North Carolina, Zip Code: 11001, Email: test.test@test.com, Home Phone:, Mobile Phone:, The best way to contact you: Email, Date of Birth: 3/30/2000, Race:, Ethnicity:, Gender:, and Vaccine Group: Group 1. At the bottom left is a "Previous" button, and at the bottom right is a "Submit" button, which is highlighted with a red rectangle.

Quick Tip:

You will be able to update this information after you submit the form.

Step 7 of 7: Confirmation of Completed Registration

REVIEW the confirmation of the COVID-19 Vaccine Registration.



The screenshot shows a web application interface for COVID-19 vaccine registration. At the top is a blue navigation bar with links: Home, Vaccine Registration (underlined), My Dashboard, Profile, and Help & Information. Below the navigation bar is a progress bar with three steps: 'Test and Eligibility' (green), 'Contact and Demographic Detail' (green), and 'Confirmation' (blue). The main content area has a light blue background and displays the message 'Your registration is complete' in a large, light blue font. Below this, a paragraph of text reads: 'Thank you for completing the registration process. Please remember that registration does not mean that you are currently eligible to be vaccinated or that you have an appointment. A free COVID-19 vaccine will be available to all who want it, but supplies are currently limited. Get accurate information about COVID-19 vaccines at YourSpotYourShot.NC.Gov.'

Log on to the COVID-19 Vaccine Portal

Step 1 of 4: Log on to the COVID-19 Vaccine Portal

After registering for a COVID-19 Vaccine Portal account, you may log on to the COVID-19 Vaccine Portal.

1. From the Login screen, click **LOGIN TO COMPLETE REGISTRATION** or **LOGIN**
2. The Login page will appear

NCDHHS
COVID-19 Vaccine Portal

Home Help & Information

Preferred Language
English (US)

YOU HAVE A SPOT. TAKE YOUR SHOT.

COVID-19 Vaccination Registration

This portal is for:

- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider. Please set up your password to complete your registration.

Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

Login to Complete Registration

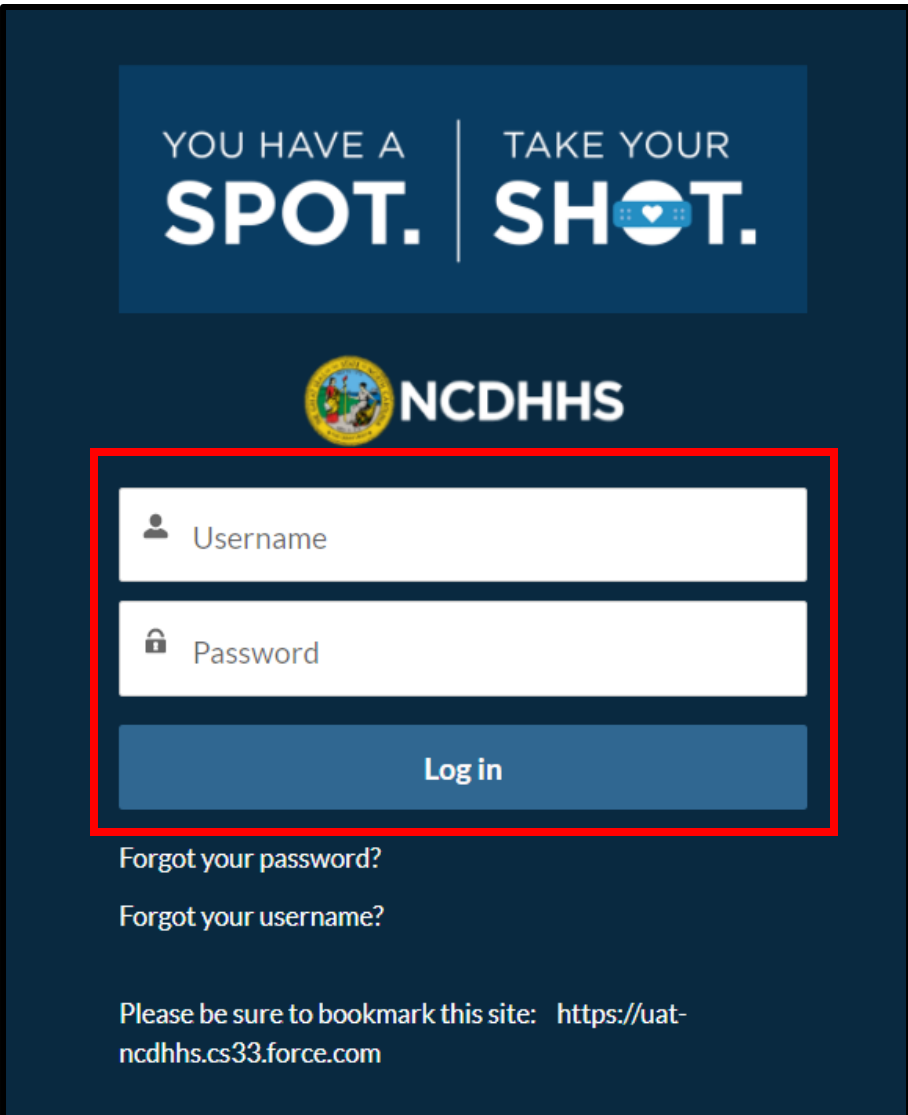
Step 2 of 4: Enter Username and Password

1. On the Login page, enter your **USERNAME** and **PASSWORD**
2. Click **LOGIN**


Quick Tip:


Refer to your email from *Vaccine Management System* for your username.


Your COVID-19 Vaccine Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created.



YOU HAVE A **SPOT.** | TAKE YOUR **SHOT.**

 **NCDHHS**

 Username

 Password

Log in

[Forgot your password?](#)

[Forgot your username?](#)

Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com>

Step 3 of 4: View the Homepage

1. After logging on, the **COVID-19 Vaccine Portal HOMEPAGE** appears
2. The Homepage displays your **VACCINE PROGRAM STATUS** and indicates if you are **REGISTERED**

The screenshot displays the NCDHHS COVID-19 Vaccine Portal homepage. At the top, there is a dark blue header with the NCDHHS logo and the text "COVID-19 Vaccine Portal". To the right of the header, there is a "Select Language" dropdown menu set to "English" and a user profile icon. Below the header is a navigation bar with links: Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. The main content area features a large banner with the text "YOU HAVE A SPOT. | TAKE YOUR SHOT." and images of people wearing masks. Below the banner, there is a section titled "This portal is for:" followed by two bullet points: "-People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment." and "-People who have received a vaccine from a North Carolina health provider." Below this, a paragraph states: "Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose." The next section is titled "COVID-19 Vaccination Registration" and contains a box with the heading "Vaccine Program Status". Inside this box, there is a green checkmark icon followed by the text "Registered". Below this, a paragraph states: "You are currently registered in the COVID-19 Vaccine Program." At the bottom of the page, there are three buttons: "Your Spot for Info on COVID-19 Vaccines", "Find My Vaccine Group", and "Find a Vaccine Location".

NCDHHS
COVID-19 Vaccine Portal

Select Language
English

Home Vaccine Registration My Dashboard Profile Help & Information

YOU HAVE A SPOT. | TAKE YOUR SHOT.

This portal is for:

- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider.

Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

COVID-19 Vaccination Registration

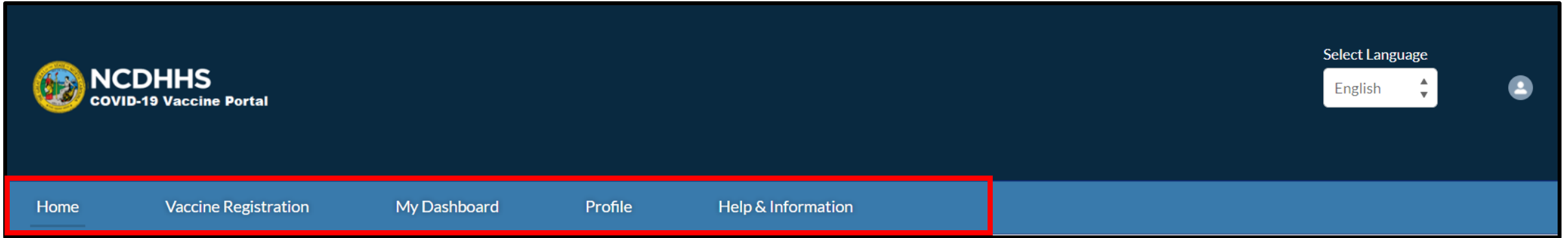
Vaccine Program Status

✓ **Registered**

You are currently registered in the COVID-19 Vaccine Program.

Your Spot for Info on COVID-19 Vaccines Find My Vaccine Group Find a Vaccine Location

Step 4 of 4: View the COVID-19 Vaccine Portal Tabs



In the COVID-19 Vaccine Portal, **TABS** help you navigate between pages.

1. Use the **HOME** tab to return to the Homepage
2. Use the **VACCINE REGISTRATION** tab to register for the COVID-19 vaccine.
 - You can only register once, after registration is complete, refer to the **Update COVID-19 Vaccine Registration** section in this training guide.
 - For initial registration, refer to the **Register for the COVID-19 Vaccine Portal** section.
3. Use the **MY DASHBOARD** tab to view your Appointments and your Vaccine Record
4. Use the **PROFILE** tab to update your personal information
5. Use the **HELP & INFORMATION** tab for Frequently Asked Questions and Support information

Manage Forgotten Username or Password

Step 1 of 6: Log on to the COVID-19 Vaccine Portal

1. From the Login screen, click **LOGIN TO COMPLETE REGISTRATION** or **LOGIN**
2. The Login page appears

NCDHHS
COVID-19 Vaccine Portal

Home Help & Information

Preferred Language
English (US)

YOU HAVE A SPOT. TAKE YOUR SHOT.

COVID-19 Vaccination Registration

This portal is for:

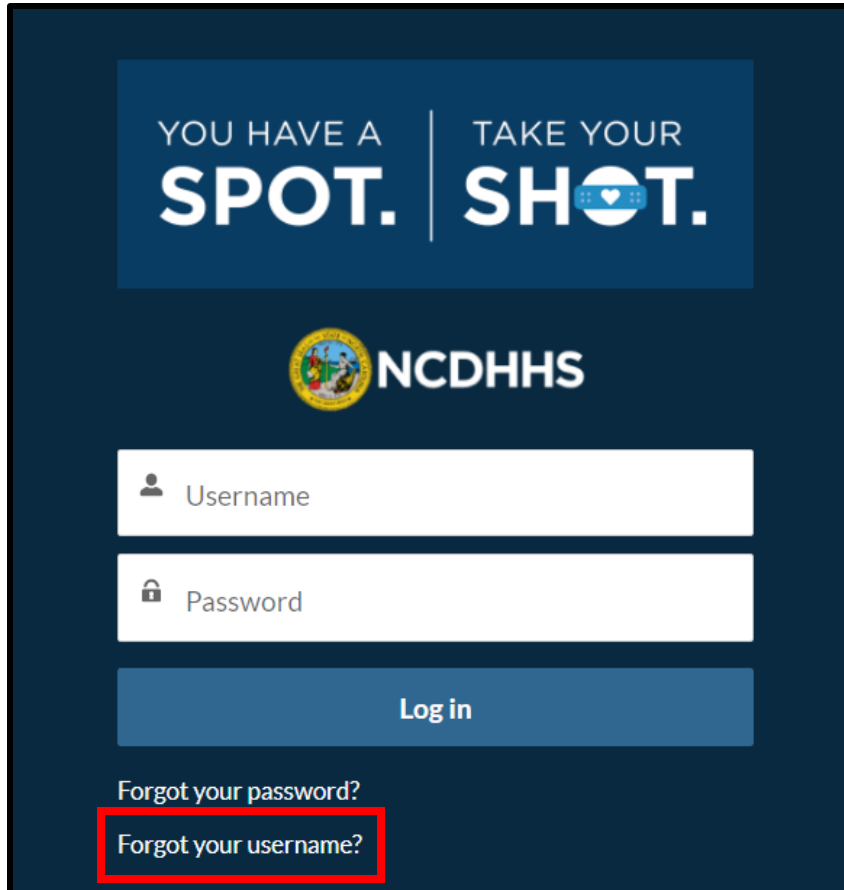
- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider. Please set up your password to complete your registration.

Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

Login to Complete Registration

Step 2 of 6: Retrieve a Forgotten Username (if necessary)

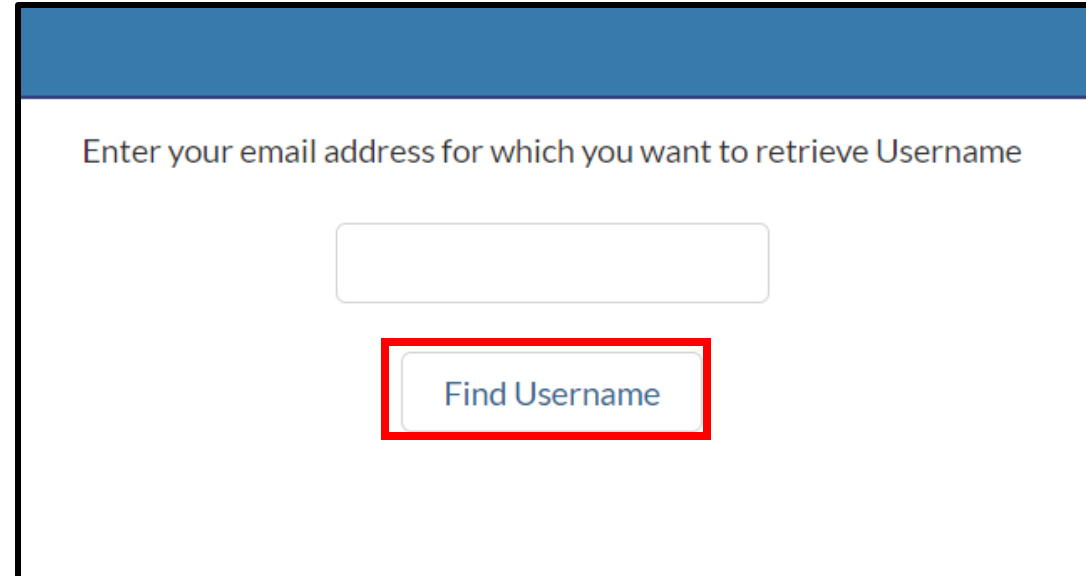
1. Click **FORGOT YOUR USERNAME?**
2. You will see the Find Username page. Enter the email address used to register for the COVID-19 Vaccine Portal.
3. Click **FIND USERNAME** and an email will be sent including your username for the COVID-19 Vaccine Portal.



The screenshot shows the NCDHHS login interface. At the top, it says "YOU HAVE A SPOT. | TAKE YOUR SHOT." with a bandage icon over the 'O' in SHOT. Below this is the NCDHHS logo. There are two input fields: "Username" and "Password". A blue "Log in" button is below the password field. At the bottom left, there are two links: "Forgot your password?" and "Forgot your username?". The "Forgot your username?" link is highlighted with a red rectangle.

Quick Tip:

Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.




The screenshot shows the "Find Username" page. It has a blue header bar. Below the header, it says "Enter your email address for which you want to retrieve Username". There is a text input field for the email address. Below the input field is a button labeled "Find Username", which is highlighted with a red rectangle.

Step 3 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the COVID-19 Vaccine Portal with your username enclosed
2. To return to the COVID-19 Vaccine Portal, click the COVID-19 Vaccine Portal link in the email.

YOU HAVE A
SPOT.

TAKE YOUR
SHOT.



Dear Vaccine Recipient,

Your Username(s) associated with this Email-Id are :


To return to the COVID-19 Vaccine Portal, visit: <https://hotfix-ncdhhs.cs33.force.com>

Need Support? Submit your question to the help desk here: [Submit Ticket](#)
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.


Visit YourSpotYourShot.nc.gov for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

*NC Department of Health and Human Services
Division of Public Health*



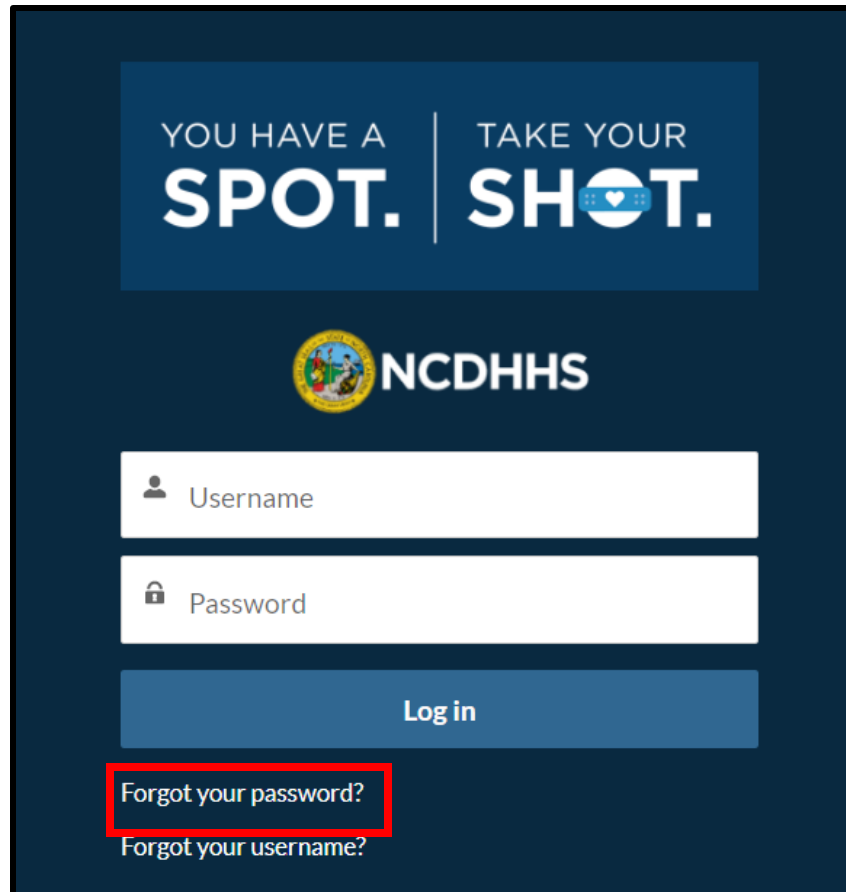
NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES




NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES


Step 4 of 6: Initiate the Password Reset (if necessary)


1. Click **FORGOT YOUR PASSWORD?**
2. You will see the Password Reset page. Enter your COVID-19 Vaccine Portal **USERNAME**
3. Click **RESET PASSWORD**



YOU HAVE A **SPOT.** | TAKE YOUR **SHOT.**

 **NCDHHS**

 Username

 Password

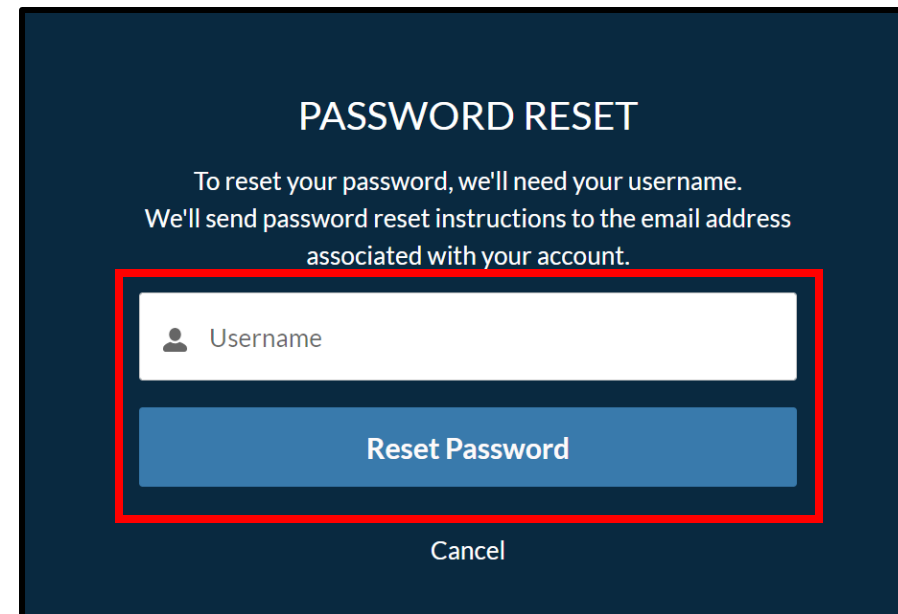
Log in

Forgot your password?

Forgot your username?


Quick Tip:

Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.



PASSWORD RESET

To reset your password, we'll need your username.
We'll send password reset instructions to the email address
associated with your account.

 Username

Reset Password



Cancel

Step 5 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the COVID-19 Vaccine Portal with a link to reset your password.
2. Open the Email. Click the **RESET PASSWORD LINK.**
3. The Reset Password page will appear.

YOU HAVE A
SPOT.

TAKE YOUR
SHOT.



Dear Recipient TestLast2100,

Your password was reset for the **COVID-19 Vaccine Portal**.

Please click on the link below to create your new password:
[Reset Password](#)


To return the COVID-19 Vaccine Portal, visit: <https://covid-vaccine-portal.ncdhhs.gov>

Need Support? Submit your question to the help desk here: [Submit Ticket](#)
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Visit YourSpotYourShot.nc.gov for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

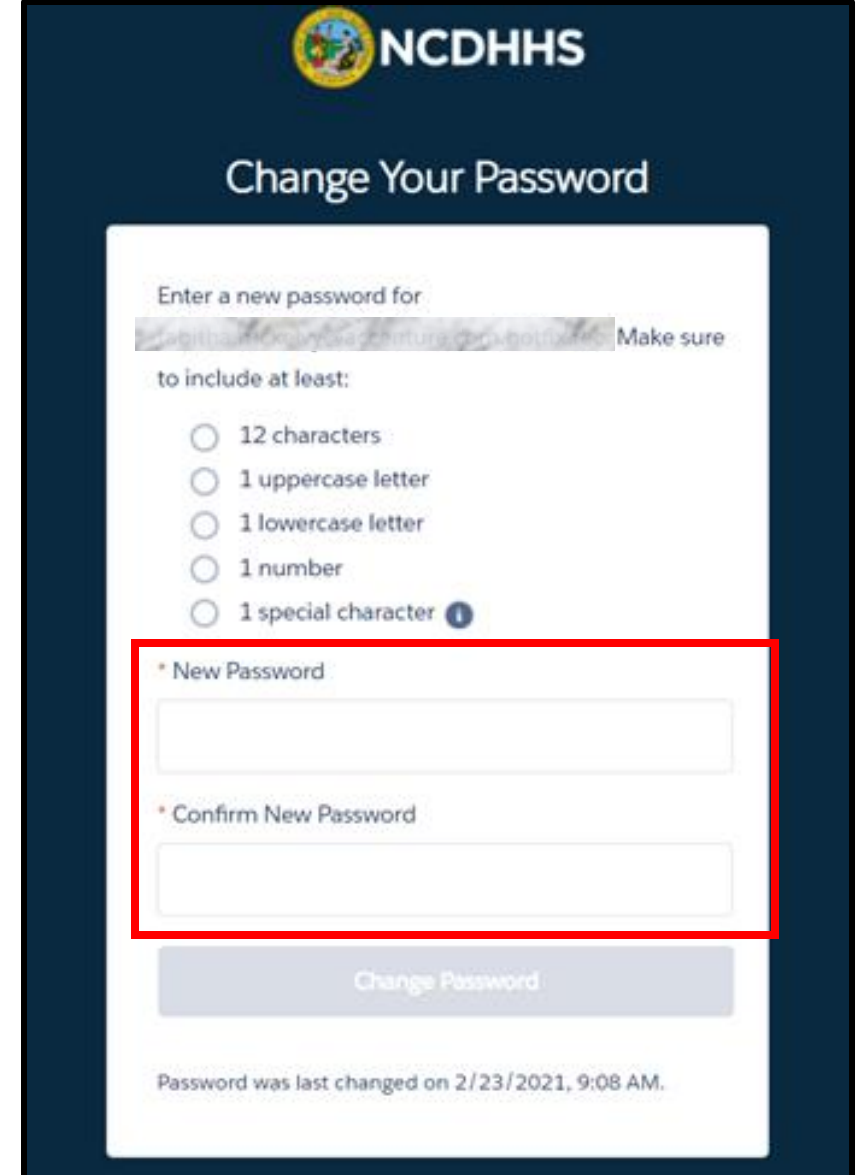
NC Department of Health and Human Services
Division of Public Health




NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**


Step 6 of 6: Enter your New Password

1. Enter a **NEW PASSWORD**. On this page, you will see Password Criteria. Your Password must meet the criteria.
2. **CONFIRM THE NEW PASSWORD**. Your password must match.
3. Click **CHANGE PASSWORD**.
4. You will be logged into the COVID-19 Vaccine Portal. You successfully reset your password!

 **NCDHHS**

Change Your Password

Enter a new password for  Make sure to include at least:

- ☐ 12 characters
- ☐ 1 uppercase letter
- ☐ 1 lowercase letter
- ☐ 1 number
- ☐ 1 special character 

* New Password

* Confirm New Password

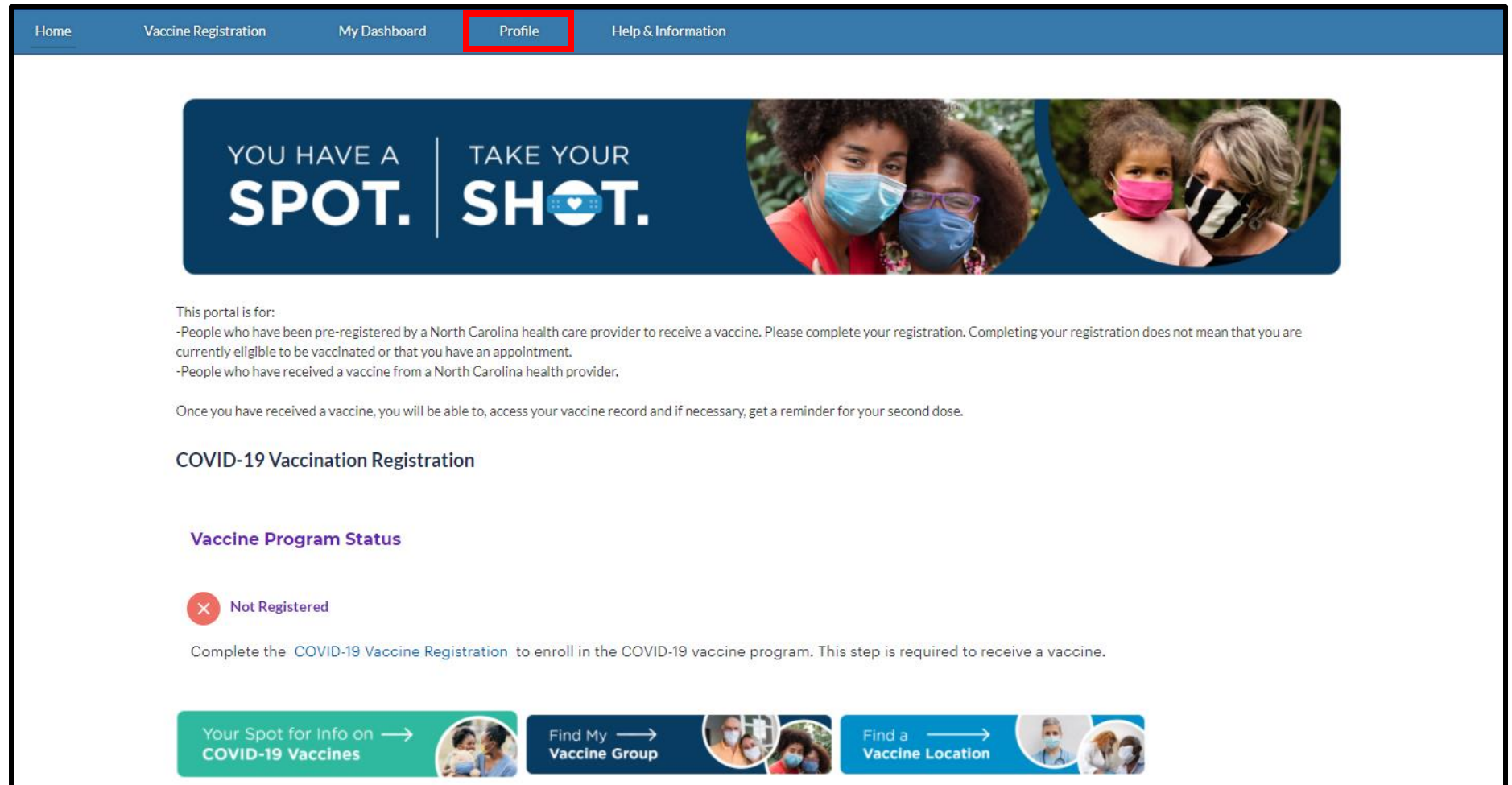
Password was last changed on 2/23/2021, 9:08 AM.

Update Personal Information

Step 1 of 3: Navigate to Profile

You will be able to **UPDATE YOUR PROFILE** in the COVID-19 Vaccine Portal.

1. From the home page, click **PROFILE**
2. You will be directed to your **PROFILE PAGE**



Step 2 of 3: Edit Personal Information

From the **PROFILE PAGE**, you can edit your Personal Information.

1. Click **EDIT**
2. Update your information as needed in the pop-up window.
3. Click **UPDATE**

Quick Tip:

To close Edit Contact Information without saving, click Cancel.

The screenshot shows the 'My Profile' page on the left and the 'Edit Contact Information' pop-up window on the right. The 'My Profile' page has a red box around the 'My Profile' tab and another red box around the 'Edit' button. The 'Edit Contact Information' window has a red box around the 'Update' button.

My Profile

test test test

First Name : test Middle Name : test

Last Name : test Email : test.test@test.com

Mobile Phone : Address 6907 test Charlotte, North Carolina 11001

Home Phone : Communication Preference

Email

Date of Birth (MM/DD/YYYY) 3/30/2000 Age 20 Years

Gender : Unknown Race : Unknown

Ethnicity : Unknown County : Alexander

Vaccine Group Group 1

Edit Contact Information

* First Name test Middle Name test Last Name test

Email test.test@test.com * Gender Unknown

* Address 6907 test * City : Charlotte


* County : Alexander * State : North Carolina

* Zip Code 11001

Cancel Update

Step 3 of 3: View Updated Personal Information

After updating your personal information, the **SUCCESS** banner appears. Your updates were saved.



✔ Success

✕

Select Language

English

Home


Vaccine Registration

My Dashboard

Profile

Help & Information

My Profile

test test test

Edit

First Name :	Middle Name :
test	test
Last Name :	Email :
test	test.test@test.com
Mobile Phone :	Address
	6907 test
	Charlotte, North Carolina 11001
Home Phone :	Communication Preference
	Email
Date of Birth (MM/DD/YYYY)	Age
3/30/2000	20 Years
Gender :	Race :
Unknown	Unknown
Ethnicity :	County :
Unknown	Alexander
Vaccine Group	
Group 1	

Vaccine Program Status

✔ Enrolled

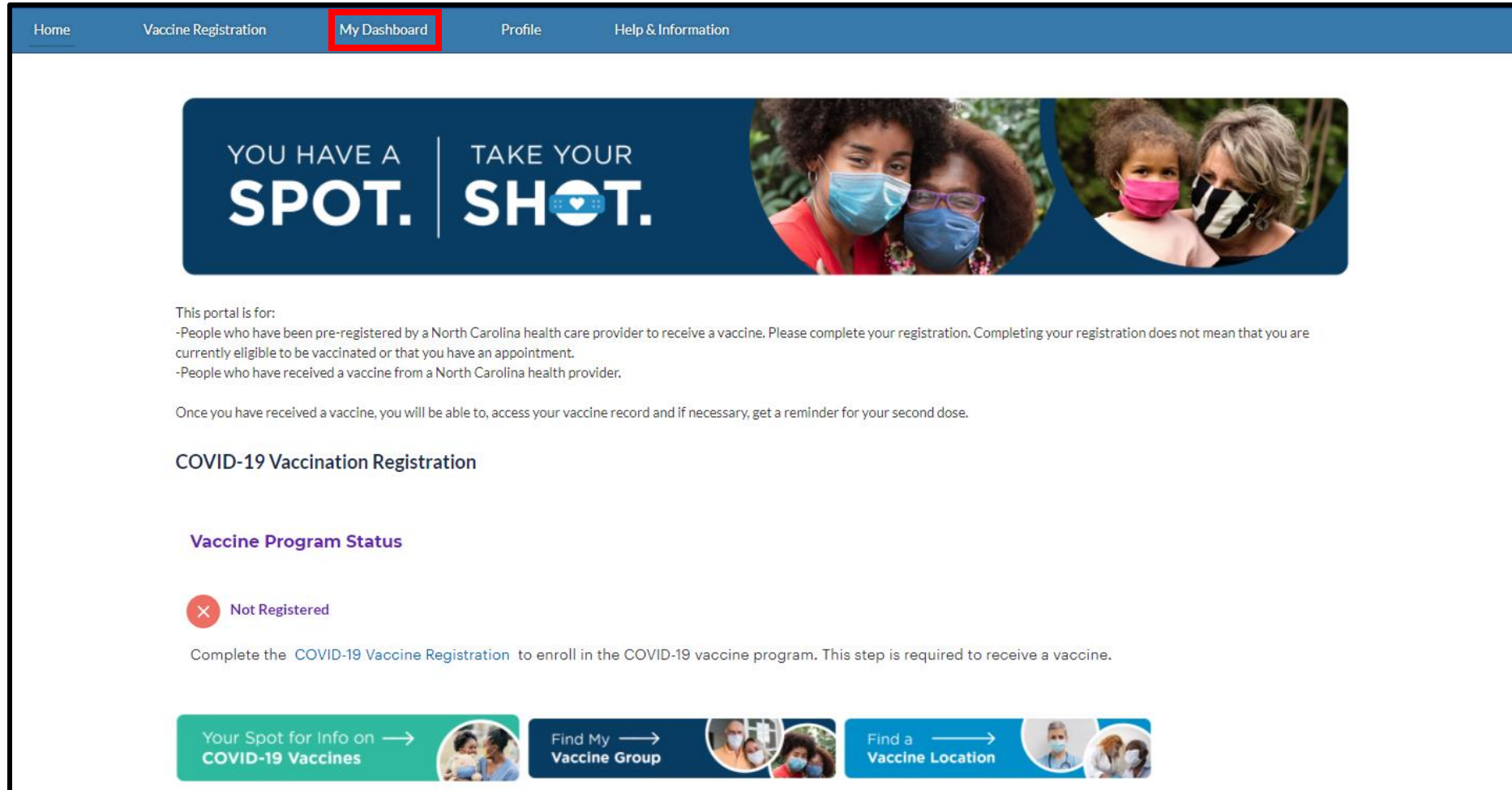
You are currently enrolled in the COVID-19 vaccine program, and are eligible to receive a vaccine.

View Vaccine Record

Step 1 of 2: Navigate to My Dashboard

Once you receive the COVID-19 vaccine (first dose, second dose, or both), you will be able to **VIEW YOUR VACCINATION DETAILS** in the COVID-19 Vaccine Portal.

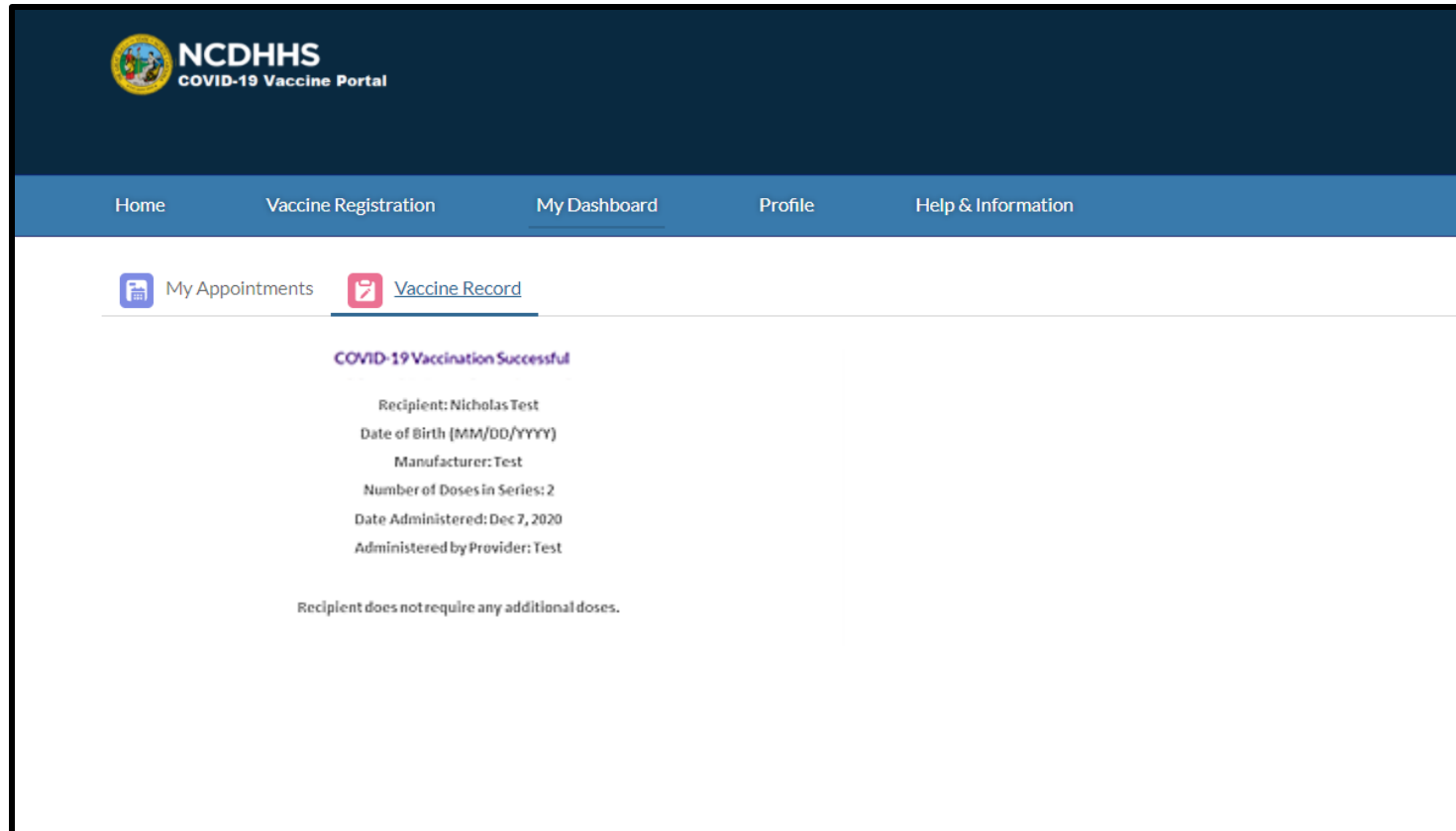
1. From the home page, click **MY DASHBOARD**. You will be directed to the **MY DASHBOARD PAGE**



Step 2 of 2: Navigate to Vaccine Record

Navigate to **MY DASHBOARD**. You can view your Vaccine information under **VACCINE RECORD**.

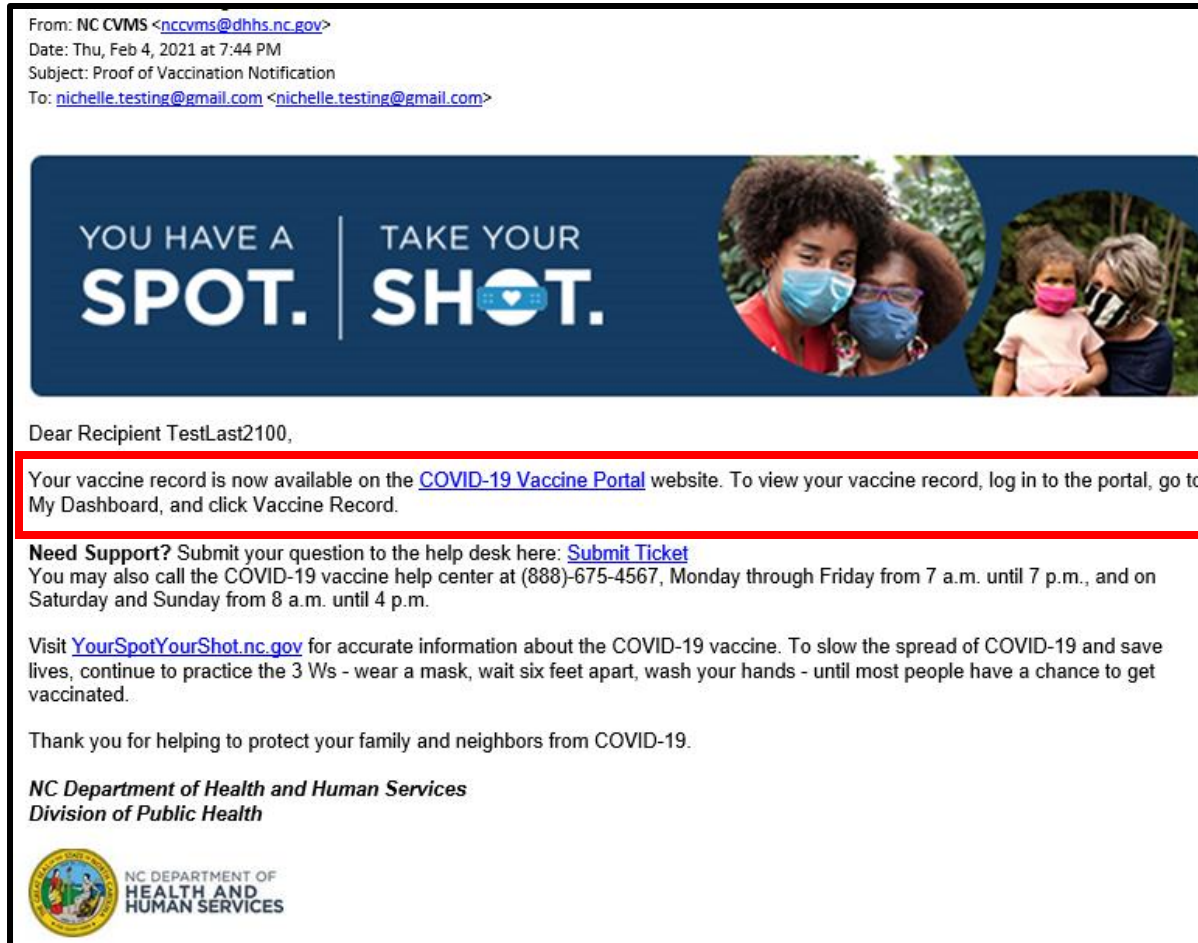
1. Click **VACCINE RECORD**
2. You will be directed to the **VACCINE RECORD PAGE**



Proof of Vaccination

Once you receive the first dose and / or second dose of the COVID-19 vaccine, an email will be sent to the email address in your profile in the COVID-19 Vaccine Portal (if any). This email will inform you how to view your Vaccine Record within the COVID-19 Vaccine Portal.

This email will be sent from the Vaccine Management System at nccvms@dhhs.nc.gov.



Receive Reminders for your Second Dose Appointment

Post-Vaccine Administration Reminders (if necessary)

IF YOUR VACCINE REQUIRES AN ADDITIONAL DOSE, you will be sent **TWO (2) SECOND DOSAGE REMINDER NOTIFICATIONS** after you received your first dose. Please be mindful of the timing requirements for the second dose and make an appointment with your provider if they did not already do so during your first dose vaccination appointment.

1. The first reminder is sent **24 HOURS** after your first dose is entered into the COVID-19 Vaccine Management System (CVMS) by the vaccinating provider
2. The second reminder is sent **ONE WEEK AFTER** the first dose is administered.

You also will be sent a **NOTIFICATION** informing you of your **PROOF OF VACCINATION**. This will be automatically generated for you.

NOTE: COVID-19 Vaccination Record cards should be provided to you after you receive your vaccine.

You can request your Provider to share a completed vaccination record card with important information about the COVID-19 vaccine you received (i.e., vaccine manufacturer, lot number, date of first dose administration, and second dose due date (if applicable)).

Quick Tip:

Take a picture of the vaccination record card you receive from your Provider to help keep track of the second dose due date.

Appendix

Additional Notes

Support Information:

- All questions should be directed to the COVID-19 Vaccine Help Center at **(888) 675-4567**

Supported Web Browsers:

- Please use the latest version of Chrome, Edge (Chromium only), Firefox, or Safari browsers to access the COVID-19 Vaccine Portal
- For more information on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge Non-Chromium browsers will not be supported

User Guide Change Log

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020	<ul style="list-style-type: none"> Original document 		Azalea Troche
2	12/21/2020	<ul style="list-style-type: none"> Registering is optional, COVID-19 Vaccine Registration Updates, how to reset the password 	6, 9, 15, 22-26	Azalea Troche
3	01/14/2021	<ul style="list-style-type: none"> Update email notification for COVID-19 Vaccine Portal Account registration Updated COVID-19 Vaccine Registration Updated Branding Date of Birth label change 	9, 13, 15, 33, 34, 35 5, 11, 13, 15, 18, 20, 21, 23, 29, 30, 35, 39	Azalea Troche Tabitha McKelvy
4	01/19/2021	<ul style="list-style-type: none"> Included the email a recipient will receive after receiving a dose 	40	Courtney Seward
5	01/28/2021	<ul style="list-style-type: none"> Updated branding on Priority Tier Grouping 	16	Steve DiGangi
6	02/05/2021	<ul style="list-style-type: none"> Removed any mention of the covid-help email 	9,25,40	Courtney Seward
7	02/10/2021	<ul style="list-style-type: none"> Remove Tribal question 	13,14, 33-35	Tabitha McKelvy
8	02/23/2021	<ul style="list-style-type: none"> Update document to include all changes from Portal rebranding 	All Slides	Tabitha McKelvy
9	03/01/2021	<ul style="list-style-type: none"> Update second dose reminder slide to reflect option for one dose 	44	Tabitha McKelvy
10	03/04/2021	<ul style="list-style-type: none"> Update entire presentation to align with new branding and priority tiering logic 	All Slides	Tabitha McKelvy Kechia Scott
11	3/8/2021	<ul style="list-style-type: none"> Middle name field added – updated screenshots 	12, 13 28-30	Tabitha McKelvy
12	3/8/2021	<ul style="list-style-type: none"> Updated welcome email to not include directions regarding receiving vaccine group 	8	Tabitha McKelvy